

✓ n8 (3) 291080
Latimer, Becky

From: Latimer, Becky
Sent: Monday, March 16, 2020 10:30 AM
To:
Subject: 2019-290-WS

Dear Gail Holtzapple,

Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer

Latimer, Becky

From: Easterling, Deborah
Sent: Monday, March 16, 2020 9:33 AM
To: Latimer, Becky
Subject: FW: [External] Public Comment Docket 2019-290-WS

-----Original Message-----

From: Gail Holtzapple <Gail.Holtzapple@scstate.gov>
 Sent: Saturday, March 14, 2020 5:20 PM
 To: PSC_Contact <Contact@psc.sc.gov>
 Subject: [External] Public Comment Docket 2019-290-WS

Dear Commission Members,

My name is Frances Gail Holtzapple and I have lived at Fort Mill, SC (almost thirty years.

For 29 years I have carried drinking water to my home as the water provided by Utilites, Inc (now Blue Granite Water Company) has always either tasted like chlorine, or other potentially harmful chemicals and on frequent occasions during these 29 years the water has been cloudy. My husband and I could not afford the very expensive whole house filtering systems which cost at least \$4,000.00 and must have the filters replaced every month, plus a yearly maintenance that a neighbor said cost her \$375.00 this year.

I have been a widow for 18 years and I am on a fixed income. My house is modest and old and is in constant need of expensive repair or general maintenance, but it is my home and I could never afford to buy anything newer. Plus, most of my neighbors are kind and helpful. It is a safe neighborhood which is very important. This months water bill was \$121.00..(this is for one person) plus the cost of bottled water that I purchase every week. I am on a tight budget, but I always pay my bills. I cannot afford any water rate increase. A water rate increase for what? They do nothing but have someone read the meter. Most people in Foxwood do not drink the water. I am afraid to drink it and always have been!

I would have testified at the Public Hearing in York, however, I was having a seasonal allergy attack and was not feeling well enough to attend. Please do not reward this very slippery, greed driven and shoddy company with the outrageous 50% rate they are asking for....Please do not give a rate increase at all! This company doesn't care about the quality of the water which has always been gross in taste and potentially unhealthy for as long as I've lived here and my neighbors are stuck with.

Sincerely,

F. Gail Holtzapple

Ft Mill, SC

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Latimer, Becky

From: Latimer, Becky
Sent: Monday, March 16, 2020 10:33 AM
To:
Subject: 2019-290-WS

Dear Brian Buchanan,

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If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer

Latimer, Becky

From: Easterling, Deborah
Sent: Monday, March 16, 2020 9:35 AM
To: Latimer, Becky
Subject: FW: [External] Public Comment- Docket--2019-290-WS
Attachments: IMG_2659.jpg; IMG_2660.jpg; IMG_2661.jpg; IMG_2662.jpg; IMG_2663.jpg; US UTILITES 062001.jpg

From: Brian Buchanan · n>
Sent: Friday, March 13, 2020 11:37 PM
To: PSC_Contact <Contact@psc.sc.gov>
Subject: [External] Public Comment- Docket--2019-290-WS

Good evening and thank you for the opportunity to speak with you regarding Blue Granite Water Company's request for a 55% rate increase.

Please accept our apologies for not being able to attend the scheduled meeting, as Brian was working and Gina was preparing dinner for the family.

Our family of 5 resides in the [REDACTED] in Fort Mill on [REDACTED] We moved into our home in March 1998 during a time when we didn't worry about our water rates. We worried about the cleanliness of our water. The horror stories would remind you of the movie, Erin Brockovich, which focuses on the water tainted by PG&E.

Our Endurance Story

- Our subdivision has endured dirty, nasty, sulfur smelling water that was possibly lead filled and too toxic to drink.
- We've endured a water utilities company that defrauded us by charging us DHEC fees for tests that never took place.
- We have endured fighting against the utility company when DHEC tests revealed our water had carcinogen levels very close to toxic levels. We continued the fight when we put pressure on the water company to hold a community meeting to discuss their corrective action plan.
- In 2003, we endured a sewer line break where dye colored sewage spilled into our own personal yard leaving the Wikoff Color Corporation executives, DHEC staff, and the water company racing around apologizing for the damage Wikoff's dye in our sewage system did to our yard. That issue took a week to resolve (photos attached)
- We've endured the smell of poop during hot summer months from a waste pond that sits just on the other side of the trees from our home.
- We've endured begging and pleading with the county to take our subdivision in so we too can get the basic need of clean water.
- Recently with Blue Granite, a water line broke and we were not notified of a boil water advisory start or even an end date. It's been a long time and the poop pond needs attending STILL.

Now, we beg and plead again. This time to **not** be continuously robbed. It's a shame.

In addition to the sewage spill photos, you will find a photo of a 6/1/2001 check in the amount of \$49.87 made out to US Utilities for our water/sewer fees. Today, our water/sewer fees average \$150 or more each month and Blue Granite is asking for 55% more.

Two years ago, Blue Granite asked for a 30% increase and **you** gave it to them, but what changed for us? Did Blue Granite invest in our Foxwood/Lake Wylie communities? Did they provide upgrades like a household filter system? Was the sewer pond treated or drained? Was the infrastructure upgraded, new water lines/sewer lines installed? Are they receiving JD Power awards for their superior customer service? Are they filtering our water from York County more? Did York County astronomically increase the cost per gallon to supply the water to Blue Granite? The answers to these questions are all NO.

NO. They have not invested in Foxwood.

NO. They have not offered anything like a household filter system.

NO. They are not maintaining the items they currently own/operate. They have not treated or drained the sewer pond in a significant amount of time.

NO. They have not upgraded the 40+ year old water/sewer lines. Many breaks, but a full line replacement is needed.

NO. Their customer service will not win awards with us. As you heard at the meeting, there were no positive notes regarding customer service.

NO. They are not touching our water. They are not filtering our water.

NO. To my knowledge York County has not increased the cost of water per gallon to Blue Granite astronomically.

They are offering only the same as they have provided. Nothing new, nothing changed and nothing filtered. No maintenance, no updates. Same poop. Different day. Literally.

We beg you to please say NO to the increase. If anything, we want the 30% retracted and we ask that Blue Granite be required to replace all water/sewer lines and maintain the sewage pond they own currently.

Sincerely,

Brian and Gina Buchanan

Sent from Mail for Windows 10









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Latimer, Becky

From: Latimer, Becky
Sent: Thursday, March 19, 2020 8:11 AM
To:
Subject: 2019-290-WS

Dear Carol Ostendorff,

Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

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Sincerely,
Becky Latimer

Latimer, Becky

From: Easterling, Deborah
Sent: Wednesday, March 18, 2020 3:46 PM
To: Latimer, Becky
Subject: FW: [External] "Public Comment - Docket 2019-290-WS"

From: Carol Ostendorff <
Sent: Wednesday, March 18, 2020 3:41 PM
To: PSC_Contact <Contact@psc.sc.gov>
Subject: [External] "Public Comment - Docket 2019-290-WS"

To Whom it may concern:

Please do not grant Blue Granite another increase. This is highway robbery as if they were the mafia or something.
I've lived in Foxwood since 1985, back when it was Blue Ribbon, Carolina Water, Utilities Inc., Utilities Services.
They've always be granted whatever they ask and they do absolutely nothing! The sewer is a mere pond with a few chlorine buckets.
How can my water bill be \$150 a month for just one person? No where in the state are water bills this high. And maintenance is probably being done elsewhere but not here!
I would like to have testified but I was out of town.

Please I beg you, stop this madness and greed by a company that does nothing!

Thank you,
Carol Ostendorff
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Fort Mill SC